

CONSUMER COMPLAINT FORM

DFPI-801 (Rev. 03-25)



Thank you for submitting a consumer complaint to the Department of Financial Protection and Innovation. By informing us of potentially improper or illegal activity in the financial services marketplace, your input helps us protect you and other Californians.

By submitting this complaint, you certify the information provided is true and correct to the best of your knowledge and consent to allow the subject of the complaint and its affiliates to disclose to the Department any information the Department deems relevant to your complaint, including your transactions, accounts, and other experiences with them. If you are submitting this complaint on behalf of another person, you certify under penalty of perjury you are authorized to submit this complaint on that person's behalf.

The Department uses consumer complaint information to investigate potential violations of law. In general, consumer complaints are considered to have been received by the Department in confidence. However, Civil Code section 1798.24 allows the Department to disclose your personal information with another person or governmental organization to the extent needed to obtain information for our investigation of a failure to comply with our laws. It also allows the Department to disclose your information with other self-regulatory organizations and government agencies, including federal and state financial services regulators and law enforcement agencies, if certain conditions are met and subject to limitations.

In addition, you may consent to the Department's disclosure of your personal information for reasons other than those set forth in Civil Code section 1798.24 (for example, to allow the Department to forward your personal information to the subject of your complaint when an investigation by the Department is not needed). If you consent to the Department's disclosure of your personal information for these other reasons, please mark the box below:

I consent to the Department's disclosure of my personal information (including my name and financial matters) with the subject of my complaint, with other governmental or quasi-governmental agencies, and with self-regulatory organizations, to the extent the disclosure is needed to help resolve my complaint. This consent is valid for two years from the date my complaint is received by the Department. After those two years have elapsed, the Department will need to obtain a new consent from me to disclose my personal information for reasons other than those set forth in Civil Code section 1798.24.

I do not consent to the Department's sharing of my personal information for reasons other than those set forth in Civil Code section 1798.24 and understand this could prevent the Department from resolving my complaint.

1. Your Information (type or print clearly):

(We collect the following information so we can contact you for follow-up information and to determine who else may be affected by the issue raised in your complaint.)

Full Name (First, MI, Last)

Address (Street, City, State and ZIP Code)

Property Address (Street, City, State and ZIP Code)

Daytime Phone Number

E-Mail Address

How did you hear about us? ☐ News/media reports

☐ Radio

☐ Billboards

☐ Social media

☐ Other

Does your complaint involve Crypto or digital asset?

☐ Yes

☐ No

Your age (optional):

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-61

☐ 62+

☐ Decline to Answer

Are you currently in the United States Military?

☐ Yes (Branch: _____) ☐ No

5. What do you believe would be a fair resolution to this matter?

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**Mail the form and a copy of all documentation to:
Department of Financial Protection and Innovation
Attn: Consumer Services Office
651 Bannan Street, Suite 300
Sacramento, CA 95811**

The Department of Financial Protection and Innovation will provide you with written confirmation we received this form. If you have questions or need assistance filling out this form, please call the Department of Financial Protection and Innovation's Consumer Services Office toll-free at **866-275-2677**

How We Can Help You:

Submit this complaint form if you believe any person or entity doing business with Californians or located in California has violated a law administered by the Department of Financial Protection and Innovation. This includes those who may be conducting unlicensed or unregistered activity within the Department's jurisdiction or those who may have committed unlawful, unfair, deceptive, or abusive acts and practices with respect to financial products or services.

Complaints submitted to the Department will be reviewed to determine whether an investigation and possible enforcement action may be warranted. Please do not, however, consider a complaint to the Department as a substitute for pursuing your own private legal remedies. The Department cannot give you legal advice so please **consult a private attorney if money needs to be recovered or a contract needs to be cancelled.**

If your complaint is not within our jurisdiction, we may refer your complaint to the appropriate agency and provide you with a copy of the referral.

Before You Submit a Complaint, Here's What We Need:

- Completed Complaint Form. Please type or print clearly in ink.
- Copies of all documentation. Please do not send originals.

About the Department of Financial Protection and Innovation:

The Department of Financial Protection and Innovation (DFPI) regulates a variety of financial services, products, transactions, and professionals. **For more information about the industries and the financial services and products regulated by the DFPI, please visit <https://dfpi.ca.gov/licensees-and-regulated-industries/> and <https://dfpi.ca.gov/california-consumer-financial-protection-law/>.**

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PRIVACY NOTICE

The following notice is required by state law under the Information Practices Act of 1977 (California Civil Code Section 1798.17).

DFPI Collects and Uses Personal Information: The California Department of Financial Protection and Innovation collects the information requested in the attached form as authorized by the Financial Code and Chapters 1 and 3 of Title 10 of the California Code of Regulations. In addition to using this information to take appropriate action against the subject of your complaint, the DFPI may also use the information to determine whether:

- A license, qualification, registration, certificate, or other authority should be accepted, granted, approved, denied, revoked, or limited in any way;
- Business entities or individuals regulated by the DFPI are conducting themselves in accordance with applicable laws; and/or
- Laws administered by the DFPI are being or have been violated and whether administrative action, civil action, or referral to a self-regulatory organization or other government agency is appropriate.

The Commissioner is responsible for the performance of all duties, the exercise of all powers and jurisdiction, and the assumption and discharge of all responsibilities vested by law in the DFPI. The Commissioner has and may exercise all the powers necessary or convenient for the administration and enforcement of, among other laws, the laws described in Financial Code section 300. The Commissioner may issue such rules and regulations consistent with law as he or she may deem necessary or advisable in executing the powers, duties, and responsibilities of the DFPI.

The information you provide is maintained by the DFPI pursuant to one or more of the following laws:

- California Consumer Financial Protection Law (Financial Code section 90000, et seq.);
- Debt Collection Licensing Act (Financial Code section 100000, et seq.);
- Student Loan Servicing Act (Financial Code section 28100, et seq.);
- Corporate Securities Law of 1968 (Corporations Code section 25000, et seq.);
- Capital Access Company Law (Corporations Code section 28000, et seq.);
- Bucket Shop Law (Corporations Code section 29000, et seq.);
- California Commodity Law of 1990 (Corporations Code section 29500, et seq.);
- Franchise Investment Law (Corporations Code section 31000, et seq.);
- Financial Institutions Law (Financial Code section 99, et seq.);
- Money Transmission Act (Financial Code section 2000, et seq.);
- Check Sellers, Bill Payers and Proraters Law (Financial Code section 12000, et seq.);
- California Credit Union Law (Financial Code section 14000, et seq.);
- California Deferred Deposit Transaction Law (Financial Code section 23000, et seq.);
- Escrow Law (Financial Code section 17000, et seq.);
- California Financing Law (Financial Code section 22000, et seq.);
- Securities Depository Law (Financial Code section 30000, et seq.); and
- California Residential Mortgage Lending Act (Financial Code section 50000, et seq.).

Providing Personal Information is Not Mandatory: All information you provide is voluntary. You are not required to provide personal information, such as your name, Social Security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. Please do not provide personal information unless the DFPI requests it.

DFPI May Disclose Your Personal Information: Without your consent, we may share your personal information to the extent allowed by Civil Code section 1798.24. This includes sharing your personal information with another person or governmental organization to the extent needed to obtain information for our investigation of a failure to comply with our laws. This also includes sharing your information with other self-regulatory organizations and government agencies, including federal and state financial services regulators and law enforcement agencies, if certain conditions are met and subject to limitations.

Your Access to Your Personal Information: You have a right to see your personal information maintained by the DFPI. To request access, please contact:

General Counsel
Department of Financial Protection and Innovation
651 Bannon Street, Suite 300
Sacramento, CA 95811
(916) 324-9011